

Worker _____

Worker ID _____

Instructions to Check-in for IVR	
1	Dial 1-800-337-1022 from the client's touch-tone phone.
2	Enter your worker ID number followed by the pound (#) sign when prompted.
3	Press 1 for Check-in.
4	Voice Verification - You will be asked to speak your first name, last name, and worker ID into the phone, this assumes that you have previously enrolled a "voice print". On the very first check in call, it will enroll you and on subsequent calls ask you to speak into the phone to verify against the enrollment.
5	You will hear the prompts to enter the Mileage and the Travel Time if your provider has elected to collect this.
6	You will then hear the name of the client you are there to serve. Select the client by pressing the appropriate number on the phone key pad. If AuthentiCare does not recognize the phone number you are calling from, you will be prompted to enter the client ID number followed by the pound (#) sign.
7	You will hear a list of services available for the client and be asked to choose the one you are there to perform by pressing the appropriate number on the phone key pad.
8	If you select one of the shared services (shared by 2/shared by 3 participants), you will be prompted to select the additional client(s) that you are going to serve.
9	AuthentiCare will then repeat back your name, your agency's name, the client's name, additional client name(s) if the service is shared, and the service to be provided. If this is correct, press 1. If the information is not correct press 2, and you will be able to correct the information before you finish the call.
10	After confirming the information, you will be told that the check-in was successful at (the IVR will state the time). At this point you will be instructed to press 2 to end the call or you can just hang up.
Instructions to Check-out for IVR	
1	Dial 1-800-337-1022 from the client's touch-tone phone.
2	Enter your worker ID number followed by the pound (#) sign when prompted.
3	Press 2 for Check-out.
4	Voice Verification - You will be asked to speak your first name, last name, and worker ID into the phone, this assumes that you have previously enrolled a "voice print".
5	You will hear the prompts to enter an Activity Code. At least one Activity Code has to be entered before continuing.
6	You will hear the prompts to enter an Observation Code. At least one Observation Code has to be entered before continuing.
7	Note: If you failed to check-in, the IVR will read the client name(s) back to you, or, if it does not recognize the phone number you are calling from, you will be asked to enter the client's assigned ID number followed by the pound (#) sign. You will also be asked to select a service. If you select one of the shared services (shared by 2/shared by 3 participants), you will be prompted to select the additional client(s) that you have served.
8	AuthentiCare will then repeat back your name, your agency's name, the client's name, additional client name(s) if shared service, and the service you provided. If this is correct, press 1. If the information is not correct press 2, and you will be able to correct the information to finish the call.
9	After confirming the information, you will be told that the check-out was successful at (the IVR will state the time). At this point you will be instructed to press 2 to end the call or you can just hang up.